BTEC Assignment Brief

Qualification	Pearson BTEC Level 3 International Subsidiary Diploma in Travel and Tourism Pearson BTEC Level 3 International Foundation Diploma in Travel and Tourism Pearson BTEC Level 3 International Diploma in Travel and Tourism Pearson BTEC Level 3 International Extended Diploma in Travel and Tourism
Unit number and title	**Unit 15: Recruitment and selection in Travel and Tourism**
Learning aim	**B: Carry out recruitment activities to demonstrate the processes that can lead to a successful job offer in a travel and tourism related role**
Assignment title	How to get that job! - Interview Techniques.
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	Your manager at 'Travelargo Tours' has now asked that you take part in simulated interview activities as both interviewer and interviewee so they can review their interview practice. The job role you are going to use is a sales agent or customer service agent in the tour operators call centre.
Task 1	Choose **one** of the of the following roles: • Tour Operator telephone sales agent- call centre based • Tour Operator customer service agent -call centre based. **Task 1** Produce the interviewer and interviewee documents for

	use in recruitment and selection of the role you have chosen. For the **interviewer** you must produce: • Produce a job description, person specification and other relevant documentation providing evidence of their appropriateness • Design and use appropriate interview questions for the role • Develop and use a fair monitoring system to select the most appropriate candidate. Evidence justifying the use of this system should be provided For the **interviewee** you must produce: • Produce notes that show clear evidence of their preparation to be interviewed for the job role, a CV and a range of relevant questions to find out more about the role and the organisation **Task 2** Take part in **two** interviews: • One as interviewer for the role you have chosen. • One as interviewee for he role you have chosen. For the interviews you must consider the following: • consistently select appropriate skills and techniques well suited to the interview situation and show that they have developed skills to improve outcomes while carrying out the interview activities. • communicate professionally using appropriate methods for the audience. • engage actively and effectively with others in each interview situation. • show initiative, for example by attempting to influence the direction of a discussion or actively seeking clarification of statements made by others.

Checklist of evidence required	• Interviewer and Interviewee documents • Evidence such as witness statement/observation report or video as an interviewer • Evidence such as witness statement/observation report or video as an interviewee

Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria you must show that you are able to:
14/B.D2	Demonstrate skills proficiently, taking the initiative according to own role and selecting appropriate techniques to respond and question in recruitment interviews, producing appropriate interviewer and interviewee documents.
14/B.M2	Demonstrate appropriate skills, attitudes and behaviours with confidence and proficiency to respond and question in recruitment interviews, producing relevant interviewer and interviewee documents.
14/B.P3	Produce interviewer and interviewee documents for use in recruitment and selection in a travel and tourism related role.
14/B.P4	Demonstrate appropriate skills, attitudes and behaviours required for a specific job role in the selection interviews, as an interviewer and interviewee.

Sources of information to support you with this Assignment	**Books** Dale, G. (2018) Pearson BTEC National Travel and Tourism Student Book. Harlow: Pearson ELearn, 2009, 2nd ed. Recruitment and Selection (Management Extra), Elsevier, ISBN 978-0-08-055743-4 **Websites** https://hiring.monster.com/employer-resources/recruiting-strategies/interviewing-candidates/interview-hiring-guide/ Online recruitment organisation good interview practice guides. https://www.glassdoor.co.uk/blog/50-common-interview-questions/ Employment Blog, examples of interview questions, https://www.indeed.co.uk/career-advice/interviewing/job-interview-tips-how-to-make-a-great-impression Online recruitment agency, interview practice guides Websites and company information from travel and tourism

	organisations in your area
Other assessment materials attached to this Assignment Brief	n/a